

# A View Through a Rear View Mirror

Ten years ago as the Department of Workforce Services (DWS) was taking its baby steps it had a grand vision towards a future of one-stop and “no stop” services. As visionary as we’d like to think we were, we did not see the future as it is now. Exponential technology changes, though expected, outpaced our expectations. Cell phones had just evolved from bricks to flips, look what they do now! We knew the Internet would be big in providing some services and become a clearinghouse for information, but looking backward through a rear view mirror, some of those visionary milestones resemble ancient technology. Technology clearly outpaced our vision, and we’ve embraced it as we’ve moved along. Modernization and partnerships are key to our success and ongoing progress.

The idea that DWS would be a collaborative partner with other state agencies and private industry was a guiding principle when the department was created. Today partnerships are essential as we address the critical workplace and workforce needs in terms of a trained, educated and skilled workforce.

Training needs in emerging occupations using emerging technologies have blurred the lines between the private and public sectors. Education, government and private industry all need to sit around the table. And they have; brokered through the State Council on Workforce Services.

All enterprise, be it government or the private sector, employ technology to improve productivity and maximize resources. All customer segments expect more, and that includes our customer base. The idea of brick and mortar with set hours and days of operation as the sole point of access is becoming the exception rather than the norm. We believe more service options improve customer service. Our efforts are designed to increase access to services, respond to changes in demographics and technology and reduce administrative costs.

We expect change to be ongoing and for technology to drive us forward, but we’ll continue to keep an eye on that rear view mirror. ⓘ